



Summary of Performance for January 2007 (Borough)

| Indicator | Description | Frequency | 05/06 Out turn | All England Top Quartile 2005/06 | Target 06/07 | Dec-06 | Jan-07 | Feb-07 | Mar-07 | Year to date | Performance since last month | Comments / Corrective Action |
|---------------------|--|-----------|----------------|----------------------------------|--------------|-------------|--------------|--------|--------|--------------|--|---|
| Rent Arrears | | | | | | | | | | | | |
| 1 | Total rent due per month | Monthly | £ 24,902,283 | | | £ 3,218,820 | £ 4,291,111 | | | £43,019,471 | | |
| 2 | Total rent collected for any period | Monthly | £ 25,081,580 | | | £ 3,341,070 | £ 4,621,033 | | | £43,943,402 | Improved | |
| 3 | % of rent collected against monthly debit | Monthly | 99.30% | | 101% | 103.8% | 107.69% | | | | Improved  | |
| 4 - BVPI 66a (M) | % of rent collected against annual debit | Quarterly | 98.23% | 98.59% | 98.70% | 99.18% | | | | | | |
| 5 - GNPI 29 (CIPFA) | % of current arrears against annual debit | Monthly | 2.04% | | 1.95% | 1.89% | 1.89% | | | | Unchanged  | |
| 6 | Total of current arrears against annual debit | Monthly | £ 1,044,709 | | | £ 989,017 | £ 988,362 | | | | Improved | |
| 7 | Total former tenant arrears | Monthly | £ 2,058,517 | | | £ 1,937,431 | £ 1,944,029 | | | | Deteriorated | |
| 8 | Total number of former tenants in arrears | Monthly | 4387 | | | 3,966 | 3,962 | | | | Improved | |
| 9 | Total former tenant arrears collected | Monthly | £ 197,852 | | | £ 14,681 | £ 23,727 | | | £ 172,193 | Improved | |
| 10 | Arrears due to Supporting People | Monthly | £ 28,305 | | | £17,118 | See Comments | | | | | There is no figure available for January, this is due to no subsidy postings from the 8 January 2007. Double payments will be made in February. |
| 11 - BVPI 78a | Time to process New Housing Benefit Claims (DMBC) | Monthly | 28.35 days | 26.4 days | 29.4 days | 26.33 days | 26.36 days | | | | | |
| 12 - BVPI 78b | Time to process change of circumstances (DMBC) | Monthly | 15.41 days | 9.1 days | 16 days | 11.69 days | 11.79 days | | | | | |
| 13 - BVPI 66b (M) | No. of tenants with > 7 weeks rent arrears as % of total number of tenants | Quarterly | 4.34% | 4.12% | 4% | 3.83% | | | | | | |
| 14 - BVPI 66c (M) | % of tenants in arrears who have had a notice seeking possession served | Quarterly | 52.36% | 17.06% | 48% | 10.46% | | | | | | |
| 15 - (CIPFA) | No. of Notice of seeking possession (Rent Arrears) | Monthly | 3,146 | | | 152 | 278 | | | 2,678 | Deteriorated | |
| 16 - (CIPFA) | No. of Notices to Quit (Rent Arrears Notices served for Use in Occupation) | Monthly | 55 | | | 2 | 1 | | | 12 | Improved | |
| 17 - (CIPFA) | No. of Notices of Proceedings for Possession | Monthly | 448 | | | 19 | 40 | | | 346 | Deteriorated | |
| 18 - (CIPFA) | Actual Possession Orders | Monthly | 388 | | | 18 | 31 | | | 269 | Deteriorated | |





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| 19 - BVPI 66d (M) | % of tenants evicted as a result of rent arrears | Monthly | 0.44% | | 0.35% | 0.02% | 0.02% | | | 0.24% (3rd Quarter) | | |
| 20 - (CIPFA) | Evictions | Monthly | 103 | | | 7 | 5 | | | 75 | Improved | |
| 21 | Arrears written off | Monthly | £ 101,343 | | | £46,431 | £7,817 | | | £ 295,194 | Improved | |
| 22 - (CIPFA) | Rent Arrears < 13 Weeks £ | Monthly | | | | £752,014.94 | £655,777.57 | | | | Improved | |
| | Number in Arrears | Monthly | | | | 5,631 | 4,831 | | | | Improved | |
| 23 - (CIPFA) | Rent Arrears 14-26 Weeks £ | Monthly | | | | £255,425.62 | £248,428.65 | | | | Improved | |
| | Number in Arrears | Monthly | | | | 321 | 271 | | | | Improved | |
| 24 - (CIPFA) | Rent Arrears > 26 weeks £ | Monthly | | | | £66,339.27 | £63,589.40 | | | | Improved | |
| | Number in Arrears | Monthly | | | | 41 | 44 | | | | Deteriorated | |
| 25 | Total Number in Arrears | Monthly | | | | 5,993 | 5,146 | | | | Improved | |
| 26 | Service Satisfaction Levels | Annual | | | | | | | | | | Service satisfaction levels are to be undertaken through telephone surveys. To commence February 2007. First satisfaction levels to be available March 2007. |
| Voids & Lets | | | | | | | | | | | | |
| 27 - BVPI 212 (new definition 05/06 - prev BV68) (M) | Average time to re-let empty properties - days (cumulative from April '06) | Monthly (cumulative) | 68.51 days | 29 days | 36 days | 45.1 days | 51.31 days | | | | Deteriorated R | Increase for January is due to 13 properties being brought back from long term. |
| | Average Days in Transit 1 | | -0.03 days | | 0 days | 3.21 days | 11.11 days | | | | | |
| | Average Days with Building Services | | 54.75 days | | 26 days | 28.32 days | 26.57 days | | | | Improved | |
| | Average Days in Transit 2 | | 0.14 days | | 0 days | 0.01 days | 0.01 days | | | | | |
| | Average Days with Lettings | | 13.65 days | | 10 days | 13.56 days | 13.62 days | | | | Deteriorated | |
| 28 | SLHD average time to re-let empty properties - days (includes properties terminated after 1 October'05 - relet from 1 April'06) | Monthly (cumulative) | | | 36 days | 37.65 days | 36.69 days | | | | Improved R | |
| | Average Days in Transit 1 | | | | 0 days | -1.94 days | -1.74 days | | | | | |
| | Average Days with Building Services | | | | 26 days | 28.25 days | 26.72 days | | | | Improved | |
| | Average Days in Transit 2 | | | | 0 days | 0.01 days | 0.01 days | | | | | |
| | Average Days with Lettings | | | | 10 days | 11.33 days | 11.7 days | | | | Deteriorated | |
| 29 | Average time to re-let empty properties - days (per calendar month) | Monthly | | | 36 days | 23.08 days | 100.84 days | | | | Deteriorated R | Increase for January is due to 13 properties being brought back from long term. |
| | Average Days in Transit 1 | | | | 0 days | -2.24 days | 74.15 days | | | | | |
| | Average Days with Building Services | | | | 26 days | 13.77 days | 12.59 days | | | | Improved | |

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| | Average Days in Transit 2 | | | | 0 days | 0 days | 0 days | | | | | | |
| | Average Days with Lettings | | | | 10 days | 11.55 days | 14.10 days | | | | Deteriorated | | |
| 30 | SLHD - Average time to re-let empty properties - days (per calendar month) (includes properties terminated after 1 October'05 - relet from 1 April'06) | Monthly | | | 36 days | 23.51 days | 28.55 days | | | | Deteriorated G | | |
| | Average Days in Transit 1 | | | | 0 days | -2.28 days | -0.01 days | | | | | | |
| | Average Days with Building Services | | | | | 26 days | 14.05 days | 13.67 days | | | | Improved | |
| | Average Days in Transit 2 | | | | | 0 days | 0 days | 0 days | | | | | |
| | Average Days with Lettings | | | | | 10 days | 11.74 days | 14.89 days | | | | Deteriorated | |
| 31 | No. of properties terminated | Monthly | 1658 | | | 157 | 130 | | | 1,414 | | | |
| 32 | % (£) of rent lost through dwellings becoming vacant | Monthly (cumulative) | 3.06% | | 2% | 2.16% (£840,609.58) | 2.11% (£890,607.92) | | | | Improved R | | |
| 33 | Total No. of Voids (gross) | Monthly | | | | 395 | 374 | | | | Improved | This figure includes lettable, non-lettable and voids earmarked for demolition etc. This number of properties generates the void rent loss figure. | |
| 34 | % of Void Properties (gross) | Monthly | | | | 1.85% | 1.75% | | | | Improved | | |
| 35 | No. of lettable voids | Monthly | 221 | | | 116 | 93 | | | | Improved | | |
| 36 | % of lettable voids | Monthly | 1.02% | | 0.75% | 0.54% | 0.44% | | | | Improved G | | |
| 37 | No. of non-lettable voids | Monthly | 303 | | | 179 | 178 | | | | | | |
| 38 | % of non-lettable voids | Monthly | 1.40% | | | 0.84% | 0.83% | | | | Improved | | |
| 39 | No. of voids earmarked for demolition / other use. | Monthly | | | | 100 | 103 | | | | | | |
| 40 | % of voids earmarked for demolition / other use. | Monthly | | | | 0.47% | 0.48% | | | | Deteriorated | | |
| 41 | No. of voids with the Depot more than > 30 days | Monthly | 37 | | 0 | 3 | 2 | | | | Improved R | | |
| 42 | Average cost £ per void | Monthly | | | £2,500 | £2,422.12 | £2,399.34 | | | | | Information provided by the Finance Team. Figures include 'work in progress' as this illustrates a more accurate figure. | |
| 43 | No. of applications on waiting & transfer list | Monthly | 16,760 | | | 11,700 | 11,808 | | | | | | |
| 44 | No. of applications on waiting list | Monthly | | | | 10,663 | 10,764 | | | | | | |

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| 45 | No. of applications on transfer list | Monthly | | | | 1,037 | 1,044 | | | | | |
| 46 | No. of applications waiting registration out of timescale (10 working days) | Monthly | N/A | | <20 | 0 | 95 | | | | Deteriorated  | See Exception Report at Appendix D |
| 47 | No. of applications waiting additional information | Monthly | N/A | | | 81 | 111 | | | | Deteriorated | |
| 48 | Total no. of new lettings (All) | Monthly | 1,667 | | | 147 | 171 | | | 1,482 | | |
| 49 | Total no. of new lettings (General Need) | Monthly | 621 | | | 53 | 68 | | | 542 | | |
| 50 | Total no. of new lettings (Senior Citizen) | Monthly | 538 | | | 55 | 67 | | | 523 | | |
| 51 | Total no. of new lettings (Single Persons) | Monthly | 322 | | | 24 | 28 | | | 285 | | |
| 52 | Total no. of new lettings (Disabled) | Monthly | 42 | | | 1 | 1 | | | 11 | | |
| 53 | Total no. of new lettings (Transfers) | Monthly | 144 | | | 13 | 7 | | | 115 | | |
| 54 | Number of Homeless Allocations | Monthly | | | | 26 | 30 | | | 241 | | |
| 55 | Total units of housing stock | Monthly | 21,646 | | | 21,331 | 21,318 | | | | | |
| 56 | Total number of sales | Monthly | 735 | | | 15 | 7 | | | 192 | | |
| 57 | No. of properties approved for demolition | Monthly | 200 properties | | | 0 | 0 | | | 0 | | |
| 58 | No. of properties demolished | Monthly | 131 | | | 66 | 10 | | | 138 | | |
| 59 | Total number of acquisitions | Monthly | 36 | | | 3 | 1 | | | 6 | | |
| 60 | Service Satisfaction Levels (Post Tenancy Survey) | Monthly | | | | | | | | | | |
| Repairs and Maintenance | | | | | | | | | | | | |
| 61 - BVPI 72 | % of urgent repairs completed within Government time limits (orders < than £250)- All Contractors | Monthly (cumulative) | 92.69% | | 95% | 98.74% | 98.21% | | | | Deteriorated  | |
| 62 - BVPI 185 (M) | % of appointments made and kept | Monthly (cumulative) | | | 90% | 97.32% | 96.71% | | | | Deteriorated  | |
| 63 - BVPI 73 | Average time taken to complete non-urgent repairs - All Contractors | Monthly (cumulative) | 14.32 days | | 20 days | 9.5 days | 9.5 days | | | | Unchanged  | |

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| 64 | Average cost per repair (excludes void repairs) | Monthly (cumulative) | | | | | | | | | | |
| 65 | % of repairs completed on first visit | Monthly (cumulative) | | | 80% | | | | | | | |
| 66 | Category A (2 hours) repairs completed in timescale - Percentage (Average Hours) | Monthly (cumulative) | | | 100% | 97.70% | 97.8% (2.07 hrs) | | | | Improved R | |
| 67 | Category B (24 hours) repairs completed in timescale - Percentage (Average Hours) | Monthly (cumulative) | | | 100% | 97.00% | 97.2% (28.12 hrs) | | | | Improved R | |
| 68 | Category C (5 Working Days) repairs completed in timescale - Percentage (Average Days) | Monthly (cumulative) | | | 97% | 93.80% | 94.6% (4.57 days) | | | | Improved R | |
| 69 | Number of properties with an up to date CP12 | Monthly | | | 100% | 99.19% | 99.53% | | | | Improved R | |
| 70 | Gas Servicing - % of annual programme complete | Monthly (cumulative) | | | 100% | 77% | 87% | | | | | Performance is just short of target set at 89.44% for January. |
| 71 | Gas Servicing - No access injunctions (Cumulative) | Monthly | | | 0% | 1.01% | 1.01% | | | | | |
| 72 | Gas Servicing - Outstanding > 12 months | Monthly | | | 0 | 130 | 74 | | | | Improved R | |
| 73 | Proportion of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings | Monthly | P - 20.54% R - 79.46% | | P-35% R-65% | P - 16% R - 84% | P - 16.6% R - 83.4% | | | P - 17.5% R - 82.5 % | | |
| 74 - ex BVPI 211a | Proportion of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings (includes Capital Planned Maintenance) | Monthly | | | | P - 57% R - 43% | P - 44% R - 56% | | | P - 59% R - 41 % | | New indicator |
| 75 | Total number of calls received (Repairs Contact Centre) | Monthly | | | | 11,034 | 19,158 | | | 108,220 | | Adverse weather conditions on 18th and 19th January increased incoming calls by approximately 2.5 times. |
| 76 | Average queue time | Monthly | | | 25 secs | 3 mins 29 sec | 4 mins 21 sec | | | | Deteriorated R | As above. |



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| 77 | Number of abandoned calls (hang-ups) | Monthly | | | | 2,966 | 6,590 | | | 29,899 | Deteriorated | |
| | % of abandoned calls (hang-ups) | | | | < 2% | 26.88% | 34.40% | | | 27.63% | Deteriorated R | |
| 78 | Service Satisfaction Levels (telephone survey) | Monthly | | | | 93.10% | | | | | | |
| Estate Management | | | | | | | | | | | | |
| 79 | No. of anti-social behaviour complaints / breaches of tenancy conditions received | Monthly | 4849 | | | 276 | 341 | | | 3,732 | | Revised PI's to meet Respect Agenda launched by Housemark on 31st October 2006. |
| 80 (HM) | No. of new ASB cases per 1000 properties managed | Quarterly | | | | 12.94 | | | | | | |
| 81 | No. of anti-social behaviour cases accepted by ASB Team | Monthly | 13 | | | 0 | 1 | | | 1 | | Revised PI's to meet Respect Agenda launched by Housemark on 31st October 2006. |
| 82 | No. of anti-social behaviour / breaches of tenancy conditions cases ongoing | Monthly | | | | 1,598 | 1,529 | | | | Improved | |
| 83 (HM) | No. of live cases per 1000 properties managed | Quarterly | | | | 74.91 | | | | | | |
| 84 | No. of anti-social behaviour / breaches of tenancy conditions cases closed | Monthly | 3337 | | | 457 | 410 | | | 3211 | Deteriorated | |
| 85 (HM) | No. of cases successfully resolved per 1000 properties managed | Quarterly | | | | | | | | | | Information will be available March 2007. |
| 86 | No. of cases successfully resolved per 1000 properties managed | Monthly | | | | 15.93 | 11.45 | | | | | |
| 87 (HM) | No. of cases successfully closed per 1000 properties managed | Quarterly | | | | | | | | | | Information will be available March 2007. |
| 88 | No. of cases successfully closed per 1000 properties managed | Monthly | | | | 5.48 | 7.79 | | | | | |
| 89 | No. of notices of seeking possession (excluding Rents) | Monthly | 508 | | | 6 | 2 | | | 49 | Improved | |
| 90 | Service Satisfaction Levels | Quarterly | | | | | | | | | | |
| Capital Programme | | | | | | | | | | | | |

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| 91 | No. of non decent homes made decent this year | Monthly | 1,308 | | 722 | 19 | 11 | | | 574 | | |
| 92 | Total number of non-decent homes (end of year figure prior to baseline reassessment) | Monthly (cumulative) | 12,016 | | 12,319 | 12,480 | 12,469 | | | 12,469 | | |
| 93 | Total number of decent homes (of 21636 - stock @ 1 April 2006) | Monthly (cumulative) | 10,493 | | 9,317 | 9,156 | 9,167 | | | 9,167 | | |
| 94 | Average cost to make a home decent | Monthly (cumulative) | £11,021 | | £12,000 | See Comments | See Comments | | | | | Financial report under review |
| 95 | % of properties completed within timescale - 38 days | Monthly | 97.82% (Quarter 4) | | 95% | 82% | 29% | | | | | Of the 17 handovers in January only the 5 at Hexthorpe were within time allowed by KPI 2A. The 12 at Scawthorpe were all late due to the continued impact of the delays from splitting sub mains and gas connections. |
| 96 | Service Satisfaction Levels | Monthly (cumulative) | 94.57% | | 95% | 94.81% | 94.69% | | | | Deteriorated R | |
| Leaseholder | | | | | | | | | | | | |
| 97 | % of leaseholders in arrears | 6 Months | | | < 3% | | | | | | | |
| 98 | % of arrears | 6 Months | | | < 3% | | | | | | | |
| Human Resources | | | | | | | | | | | | |
| 99 | No. of FTE employees | Monthly | 666 | | | 687.5 | 694 | | | 680 (Average No. of FTE Employees) | | |
| 100 | No. of employees on long term sickness | Monthly | 13 | | | 24 | 24 | | | | Unchanged | |
| 101 | Days (%) lost through sickness | Monthly | 663 (3.23%) | | | 709 (3.33%) | 910 (4.23%) | | | 8114 (3.9%) | Deteriorated | |
| 102 | Average No. of days lost per FTE employee per month | Monthly | 1 Day | | | 1.03 days | 1.31 days | | | 11.93 days | Deteriorated | |
| 103 | Cost of Sickness | Monthly | | | | £41,932.16 | £55,677.12 | | | | Deteriorated | |
| 104 | % of top 5% of earners that are women | Quarterly | 38.89% | | 50% | 41.18% | | | | | | DMBC Target Adopted |
| 105 | % of top 5% of earners that are from Minority Ethnic Communities. | Quarterly | 2.85% | | 2.23% | 2.94% | | | | | | DMBC Target Adopted |
| 106 | % of women employed | Quarterly | | | | 31.66% | | | | | | |
| 107 | % of men employed | Quarterly | | | | 68.34% | | | | | | |
| 108 | % of staff that are from Minority Ethnic Communities | Quarterly | | | | 1.33% | | | | | | |

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| 109 | The number of staff declaring that they meet the DDA disability definition as a % of the total workforce (Borough) | Quarterly | | | 2.64% | 1.39% | | | | | | DMBC Target Adopted. |
| 110 | Minority Ethnic Board members (Borough) | Monthly | 1 | | | 0 | 0 | | | | Unchanged | |
| 111 | Number of Staff Appraisals completed (Borough) | Monthly (cumulative) | | | 100% | 273 | 609 | | | | | No. of Appraisals outstanding = 112 |
| Customer Satisfaction | | | | | | | | | | | | |
| 112 | No. of Mayoral Enquiries received | Monthly (cumulative) | 169 | | | 36 | 44 | | | 44 | | |
| 113 | No. of MP Enquiries received | Monthly (cumulative) | 214 | | | 142 | 152 | | | 152 | | |
| 114 | No. of complaints received | Monthly (cumulative) | 679 | | | 1163 | 1294 | | | 1294 | | |
| 115 | % of complaints responded to within timescale (7 days and 28 days) | Monthly (cumulative) | 7 days = 62.17% | | 7 days = 75% | 7 days = 57.99% | 7 days = 58.33% | | | | 7 days = Improved  28 days = Deteriorated  | |
| 116 | | | 28 days = 82.70% | | 28 days = 90% | 28 days = 92.27% | 28 days = 90.18% | | | | | |
| 117 | No. of complaints outstanding more than 28 days | Monthly | | | 0 | 0 | 0 | | | | Unchanged | |
| 118 | No. of ombudsman complaints received | Monthly | 15 | | 0 | 0 | 0 | | | 8 | | Correct figures have now been received from DMBC. |
| 119 | No. of compliments received | Monthly (cumulative) | 292 | | 320 | 305 | 322 | | | | | |
| Annual Information (across the business) | | | | | | | | | | | | |
| 120 -BVPI 63 | Average SAP Rating Council Dwellings | Quarterly | 62 | 69 | 63 | 62.1 | | | | | | |
| 121 - BVPI 74a | Tenant Satisfaction with Landlord (All) | 3 Years | N/A | | 74% | | | | | 73% | | STATUS Survey completed November 2006. Satisfaction has increased compared to results in 2003/04. |
| 122 - BVPI 74b | Tenant Satisfaction with Landlord (Ethnic Minority Tenants) | 3 Years | N/A | | 74% | | | | | 64% | | As above |
| 123 - BVPI 74c | Tenant Satisfaction with Landlord (non Ethnic Minority Tenants) | 3 Years | N/A | | 74% | | | | | 73% | | As above |
| 124 - BVPI 75a | Tenant satisfaction with participation (All) | 3 Years | N/A | | 60% | | | | | 61% | | As above |

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| 125 - BVPI 75b | Tenant satisfaction with participation (Ethnic Minority Tenants) | 3 Years | N/A | | 60% | | | | | 67% | | As above |
| 126 - BVPI 75c | Tenant satisfaction with participation (non-Ethnic Minority Tenants) | 3 Years | N/A | | 60% | | | | | 61% | | As above |
| 127 - BVPI 164 | Equal access to Social Housing - does the organisation follow the CRE Code Of Practice (yes/no) | Annual | Yes | | Yes | | | | | | | |
| 128 - BVPI 184a (M) | Proportion of homes non-decent standard at start of year | Annual | 60% | 16.00% | 60% | | | | | | | 60% non-decent @ 01.04.06. |
| 129 - BVPI 184b (M) | % change in the proportion of non-decent homes within the year | Quarterly | 9.82% | 28.30% | 5.49% | 0.80% | | | | 4.29% | | 2005/06 Year end = 9.82% |

| | | |
|-----|---|--|
| Key |  On Target |  Off Target |
|-----|---|--|

(M) - Performance Indicator part of the Management Agreement with DMBC

(CIPFA) - Performance Indicator used as part of the Chartered Institute of Public Finance & Accountancy

(HM) - Housemark Activity Measure